

Questions:

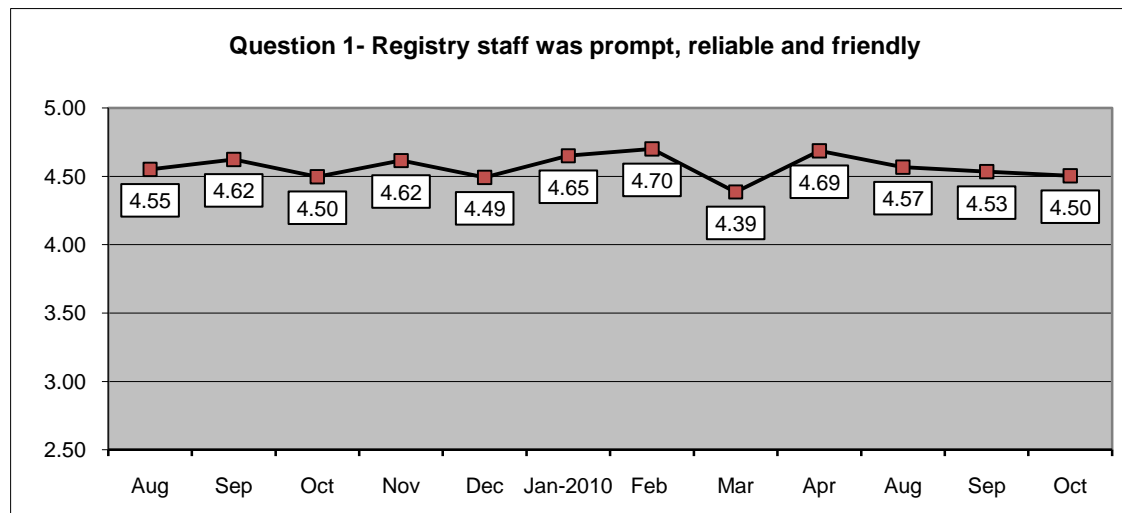
- Q1** = Registry staff was prompt, reliable and friendly
Q2 = Received a list of IP's within 48 hours
Q3 = Referral list was up-to-date and correct
Q4 = I was able to hire from the Registry
Q5 = My overall experience was good and I would use again.

Scoring Key:

- 1 = Strongly Disagree
 2 = Disagree
 3 = Neutral
 4 = Agree
 5 = Strongly Agree

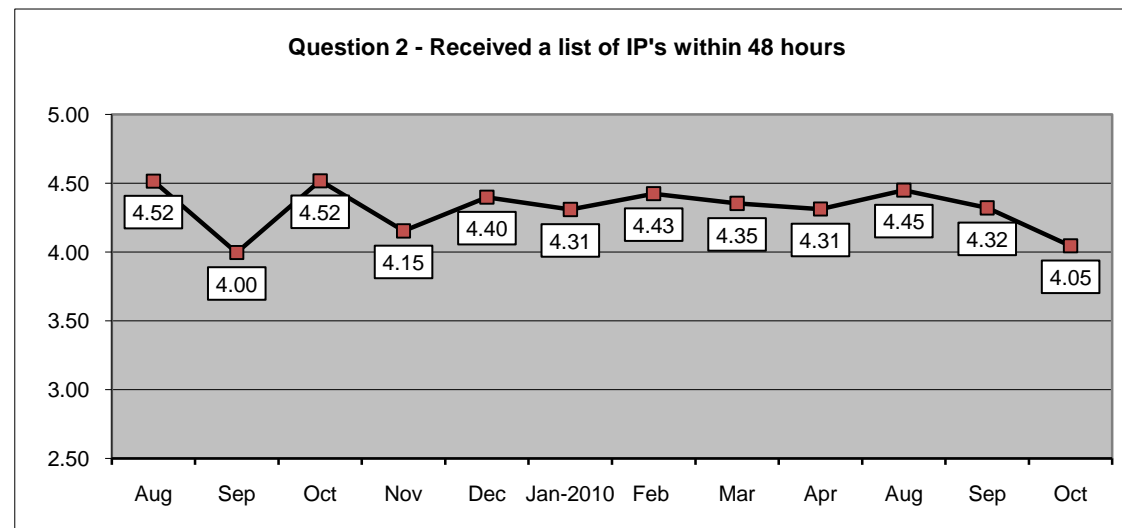
| Average Score by Question | | | | | | follow-up call | | | *Q4 - Hired IP | | |
|---------------------------|------|------|------|------|------|----------------|-----|-----|----------------|-----|-----|
| | Q1 | Q2 | Q3 | *Q4 | Q5 | yes | no | n/a | yes | no | n/a |
| Aug-09 | 4.55 | 4.52 | 3.97 | 4.11 | 4.51 | 77% | 12% | 11% | 49% | 14% | 37% |
| Sep | 4.62 | 4.00 | 4.00 | 4.25 | 4.41 | 76% | 19% | 5% | 81% | 16% | 3% |
| Oct | 4.50 | 4.52 | 4.29 | 4.56 | 4.37 | 88% | 9% | 3% | 88% | 12% | 0% |
| Nov | 4.62 | 4.15 | 4.24 | 4.29 | 4.52 | 46% | 11% | 43% | 77% | 18% | 5% |
| Dec-09 | 4.49 | 4.40 | 4.01 | 4.40 | 4.30 | 48% | 20% | 32% | 57% | 12% | 31% |
| Jan-10 | 4.65 | 4.23 | 4.22 | 4.70 | 3.88 | 68% | 20% | 12% | 81% | 5% | 14% |
| Feb | 4.70 | 4.43 | 4.36 | 4.20 | 4.58 | 84% | 14% | 2% | 88% | 22% | 0% |
| Mar | 4.39 | 4.35 | 4.18 | 4.27 | 4.45 | 78% | 16% | 6% | 78% | 18% | 4% |
| Apr | 4.69 | 4.31 | 4.33 | 4.65 | 4.75 | 69% | 26% | 5% | 90% | 10% | 0% |
| Aug | 4.57 | 4.45 | 4.41 | 4.50 | 4.48 | 88% | 11% | 1% | 79% | 19% | 2% |
| Sep | 4.53 | 4.32 | 4.35 | 4.58 | 4.52 | 72% | 23% | 5% | 87% | 12% | 1% |
| Oct | 4.50 | 4.05 | 4.23 | 4.68 | 4.73 | 84% | 13% | 4% | 79% | 17% | 3% |
| Avg Scr: | 4.57 | 4.31 | 4.22 | 4.43 | 4.46 | 73% | 16% | 11% | 78% | 14% | 8% |

| | |
|------------|-------------|
| Question: | Q1 |
| Aug | 4.55 |
| Sep | 4.62 |
| Oct | 4.50 |
| Nov | 4.62 |
| Dec | 4.49 |
| Jan-2010 | 4.65 |
| Feb | 4.70 |
| Mar | 4.39 |
| Apr | 4.69 |
| Aug | 4.57 |
| Sep | 4.53 |
| Oct | 4.50 |
| AVG | 4.57 |

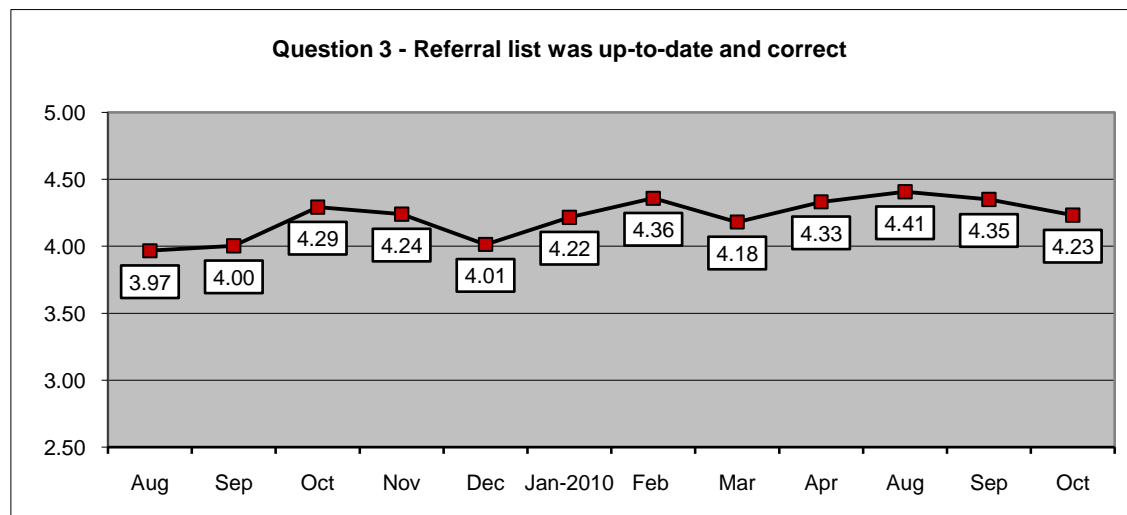


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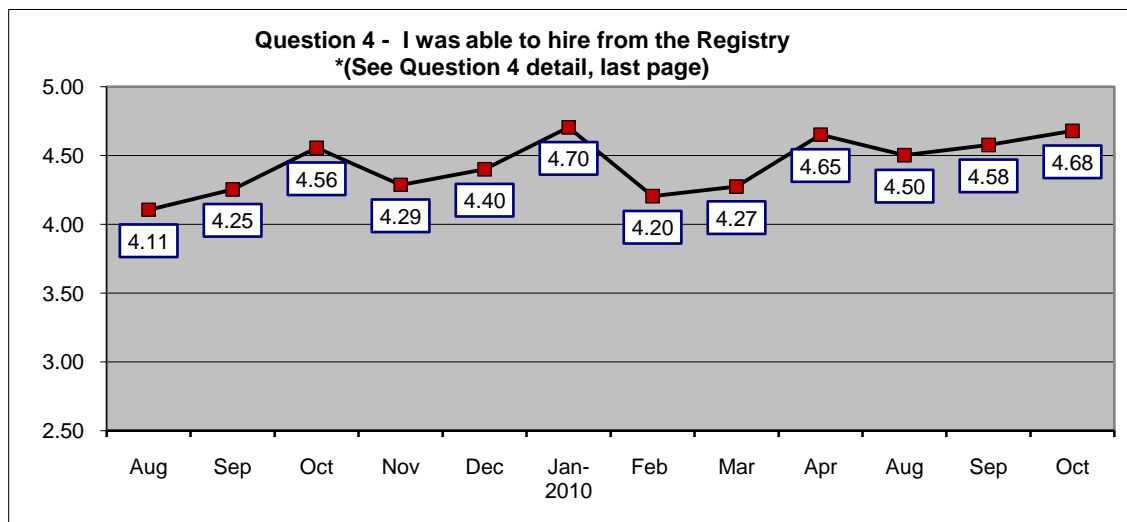
| | |
|------------|-------------|
| Question: | Q2 |
| Aug | 4.52 |
| Sep | 4.00 |
| Oct | 4.52 |
| Nov | 4.15 |
| Dec | 4.40 |
| Jan-2010 | 4.31 |
| Feb | 4.43 |
| Mar | 4.35 |
| Apr | 4.31 |
| Aug | 4.45 |
| Sep | 4.32 |
| Oct | 4.05 |
| AVG | 4.32 |



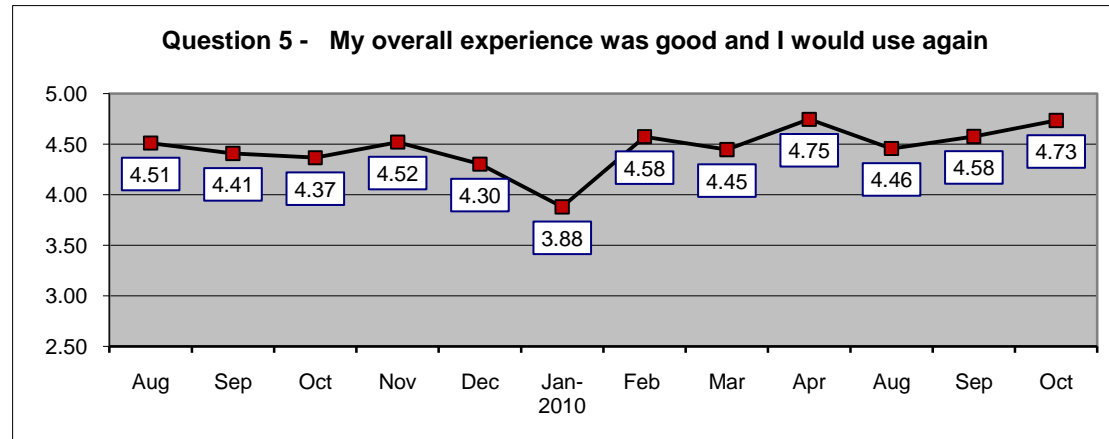
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|------------|-------------|
| Question: | Q3 |
| Aug | 3.97 |
| Sep | 4.00 |
| Oct | 4.29 |
| Nov | 4.24 |
| Dec | 4.01 |
| Jan-2010 | 4.22 |
| Feb | 4.36 |
| Mar | 4.18 |
| Apr | 4.33 |
| Aug | 4.41 |
| Sep | 4.35 |
| Oct | 4.23 |
| AVG | 4.22 |



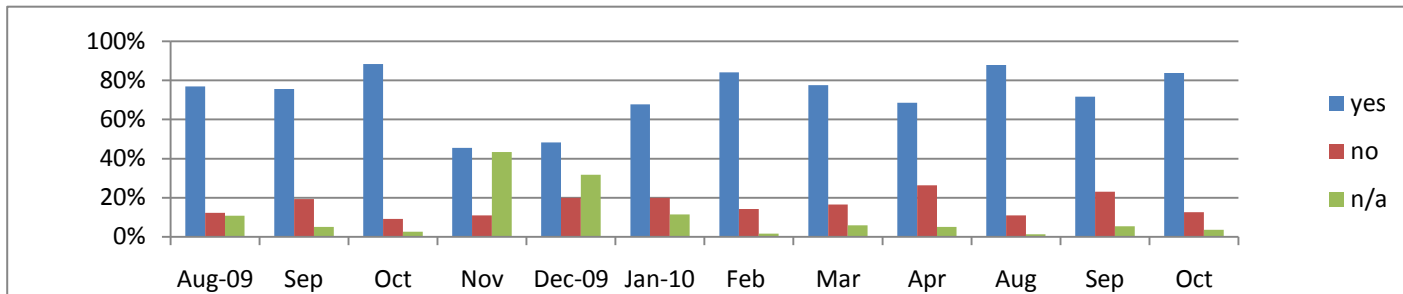
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|------------|-------------|
| Question: | Q4* |
| Aug | 4.11 |
| Sep | 4.25 |
| Oct | 4.56 |
| Nov | 4.29 |
| Dec | 4.40 |
| Jan-2010 | 4.70 |
| Feb | 4.20 |
| Mar | 4.27 |
| Apr | 4.65 |
| Aug | 4.50 |
| Sep | 4.58 |
| Oct | 4.68 |
| AVG | 4.43 |



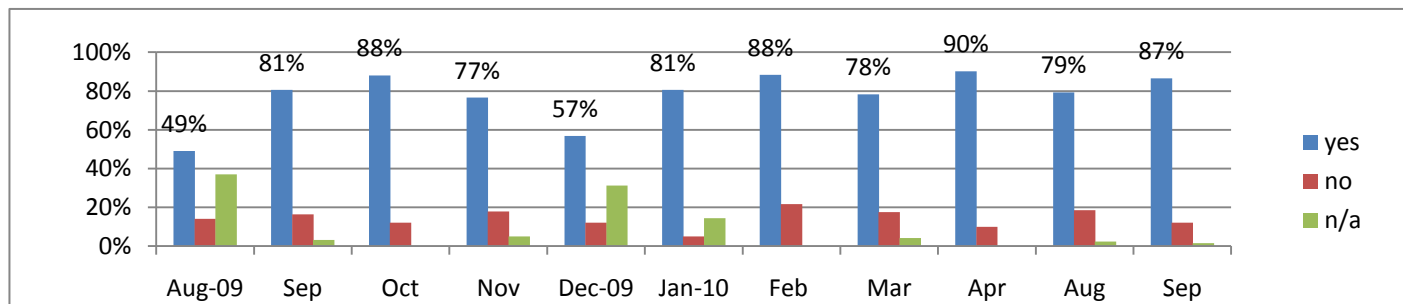
| | |
|------------|-------------|
| Question: | Q5 |
| Aug | 4.51 |
| Sep | 4.41 |
| Oct | 4.37 |
| Nov | 4.52 |
| Dec | 4.30 |
| Jan-2010 | 3.88 |
| Feb | 4.58 |
| Mar | 4.45 |
| Apr | 4.75 |
| Aug | 4.46 |
| Sep | 4.58 |
| Oct | 4.73 |
| AVG | 4.46 |



Question: **I received a follow-up call from the Registry Coordinator**



*Question 4: **I was able to hire someone from the Referral Registry**



(end)